

Language Line Services

Quick Reference Guide

When receiving a call or placing call for Interpreter:

- 1 Use Conference Hold** to place the Limited English speaker on hold.
- 2 Dial 1 800 874 9426**
- 3 Press 1 for Spanish**
Press 2 for all other languages
You may press 0 or stay on the line for assistance.
- 4 Enter on your telephone keypad or provide the representative:**
 - **6-digit Client: 5 4 3 0 9 4**
 - **Organization Name: Washington Insurance Commissioner**
 - **Personal Code:**
(If your personal code is not numeric, a representative will help complete your call.)
An interpreter will be connected to the call.
- 5 Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 6 Add the Limited English speaker to the line.**

When placing a call to a Limited English speaker, begin at Step 2.

If you need assistance when placing a call to a Limited English speaker, you may press 0 to transfer to a representative at the beginning of the call.

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Important Tips

UNKNOWN LANGUAGE If you don not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS If you have problems before reaching a representative, press “0” to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter, call Customer Service at 1 800 752-6096 ext. 1.

WORKING WITH AN INTERPRETER Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full name or phone numbers.

DEMONSTRATION LINE Want to hear a recorded demonstration of over-the-phone interpretation? Call our demonstration line at 1 800 996-8808.

DOCUMENT TRANSLATION Visit our website at www.LanguageLine.com or call 1 888 763-6634 for information. E-mail your document translation order to Translation@LanguageLine.com or fax to 1 800 648-0170.

CUSTOMER SERVICE Call 1 800 752-6096 ext. 1